

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

08-MAY-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

722413

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield or driver's side) 1FMDU34X0TUC49390	Vehicle Make FORD TRUCK	Vehicle Model EXPLORER	Vehicle Year 1996	Current Odometer Reading
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Purchase Date 01-MAR-1996	Dealer's Name _____	Engine Size (CID/CC/L) 4L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000 13430000 13450000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC STRUCTURE:DOOR ASSEMBLY:HANDLE:INSIDE STRUCTURE:DOOR ASSEMBLY:LATCHES AND LOCKS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 01-FEB-2000 Mileage at Failure(s) 79000 Vehicle Speed at Failure(s) 65	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE BROKEN INTERIOR DOOR HANDLE MAY HAVE BEEN BROKEN FOR A LONG TIME BUT, BECAUSE OF THE CHILD SAFETY LOCK FEATURE BEING ACTIVATED IT WASN'T NOTICED UNTIL THE CHILD SAFETY LOCK WAS DEACTIVATED ONLY TO FIND THAT THE DOOR HANDLE WOULD NOT OPEN THE DOOR. UPON DISASSEMBLY, I FOUND THE PLASTIC CAM THAT UNLOCKS THE LATCH OF THE DOOR TO BE CRACKED OFF RENDERING THE HANDLE USELESS. AS FOR THE TRANSMISSION, THE PREMATURE AND EXPENSIVE FAILURE SHOULD BECOME A RECALL ITEM FOR FORD AS I HAVE FOUND THAT MANY OWNERS OF THIS TYPE VEHICLE ARE EXPERIENCING PROBLEMS OF GREAT FINANCIAL CONSEQUENCE AND POSSIBLE TRAGIC HEALTH CONSEQUENCE.. I'D SAY A DISPORPORTIONATE NUMBER OF EXPLORER OWNERS ARE ENCOUNTERING SIMILAR TRANSMISSION FAILURES. THE LIFE THREATENING

CONTINUED ON BACK (REVERSE)

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.